



State of California – Business, Consumer Services, and Housing Agency

## DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT

# JOB OPPORTUNITY

### OUR MISSION

*Provide leadership, policies and programs to preserve and expand safe and affordable housing opportunities and promote strong communities for all Californians*

#### Classification:

Position #: 401 – – –

Time base/

Tenure:

Salary: –

Final Filing

Date:

The

Opportunity:

Job

Description:

Desirable

Qualifications:

**Duties:** Please view the duty statement that follows.

**Additional  
Requirements:**

**Working  
Location:** Department of Housing and Community Development

**Working  
Conditions:** The incumbent will work in a high-rise building that requires the use of elevators for floor access. Workspace is in a secure suite with badge entry and consists of natural and artificial lighting, building ventilation, enclosed offices, and cubicle workstations.

**Who May  
Apply:** Individuals who possess eligibility on the above classification certification list or have reinstatement eligibility. Individuals applying for this position who wish to be considered on a transfer basis must meet the minimum qualifications for the classification per CCR Rule 250. Appointment is subject to SROA and State surplus policies. SROA and Surplus candidates must submit a copy of the SROA or surplus status letter.

**How to Apply:** Submit a standard State Application Form STD 678, with original signature, to the contact address below. No faxed or emailed applications will be considered.  
Write \_\_\_\_\_ and Position number 401- \_\_\_\_\_ - \_\_\_\_\_ in the examination and title section. Do not include your social security number on your application.  
Attach a copy of your exam results. If you are sending supporting documentations, submit in the following order: Statement of qualifications (if required), cover letter, résumé, or transcripts (if desired).

**Additional  
Information:** Additional hires may be made from this bulletin if positions become available. Applications will be screened and only the most qualified will be interviewed.  
For any questions relating to the position, contact  
at ( ) - .

**Submit  
Application  
Package to:** HCD Recruitment  
P.O. Box 952050  
Sacramento, CA 94252-2050

TDD is Telecommunications Device for the Deaf and is reachable only from a phone equipped with a TDD Device.  
California Relay (Telephone) service for the deaf or hearing-impaired: From TDD Phone: 1-800-735-2929. From Voice Phone: 1-800-735-2922

The State of California, a drug-free and safe work place, is an Equal Employment Opportunity Employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, medical condition, gender identity, religious creed, political affiliation, age or sexual orientation.

## **SUPPLEMENTAL APPLICATION:**

In order to be considered for this position, interested candidates must submit a supplemental application. Your response must be no more than two type-written pages in length, using 12-point font, 1-inch standard margins and include your first and last name in the upper right-hand corner of each page. Respond to the following supplemental questions:

- Describe a situation in which you assisted in the preparation, development and/or implementation of a new database.
  - Why was the new database needed?
  - Describe any guidelines you used.
  - What was the outcome after it was completed?
  - How did you know the database was effective?
  - Was there any training involved and if so, describe how you conveyed the information.
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- Please also include the following information as it relates to your response:
  - Employer(s) name
  - Your position/title(s)
  - How long you held the position(s)
  - A supervisor's name(s) who can verify the information

<b>DIVISION</b> Codes and Standards	<b>UNIT</b> Registration and Titling	<b>POSITION NUMBER</b> 401-850-5157-720	<b>CLASSIFICATION</b> Staff Services Analyst
<b>LOCATION</b> 2020 W. El Camino Ave. Ste. 200 Sacramento, CA 95833 (HQ)	<b>WORKING TITLE (IF APPLICABLE)</b>	<b>EFFECTIVE DATE</b> TBD	
<b>SUPERVISOR CLASSIFICATION</b> Staff Services Manager II	<b>WORKING TITLE (IF APPLICABLE)</b>	<b>INCUMBENT</b> TBD	

**GENERAL STATEMENT**

Under the general direction of the Staff Services Manager II, the Staff Services Analyst (SSA) coordinates a variety of activities for the Registration and Titling (R&T) Program and performs technical analytical staff services work and provides consultative services to management and staff in R&T. The incumbent will provide assistance to the development of the Codes and Standards Automated Systems 2.0 (CASAS 2.0) database and assist in creating the keying manual in conjunction with CASAS 2.0 features. Working hours are Monday through Friday, 8 AM to 5 PM.

<b>% of the Time</b>	<b>ESSENTIAL FUNCTIONS</b>
40%	Act as the liaison between the Information Technology (IT) Branch and the R&T Program staff by responding to issues involving complex keying of applications and coordinating computer program changes that affect the manufactured home, mobilehome, commercial modular, and floating home registration automated system. Diagnose, resolve and/or report issues to IT and follow up with system testing to ensure issues are corrected.
20%	Represent the program as a team member on projects related to upgrades or replacement of the automated system and assist in the development of feasibility study reports. Assist in the development of the Codes and Standards Automated Systems 2.0 (CASAS 2.0) database software and in the development of the keying manual based on the new database software. Coordinate audits and management reviews of both the program's automated system and manual system by control agencies and special contractors. Responsible for reviewing and making corrections to the daily and monthly error reports.
15%	Assist in the implementation of new legislation by ensuring that any required computer changes are made, changes in procedures are developed and distributed to affected staff, and any required training is given as well as modifying and maintaining program procedural and keying manuals. Assist in the evaluation of program operations to identify problem areas and proposes improvements and changes in established program objectives, goals, and procedures. Assist in the maintenance and updating of program forms in accordance with new statute, regulation, and procedures. Inform employees through individual and group meetings of new policies, procedures, and activities of the R&T Program.
10%	Works with Accounting, Information Technology Branch, and private vendors in reviewing, analyzing, and processing charge backs for the web-based transactions which allow customers to use credit cards and merchant services. Acts as the liaison between Accounting and the Board of Equalization regarding the collection of sales and use tax and the reporting thereof and is responsible for updating and maintaining the Sales and Use Tax Table within the Codes and Standards Automated System (CASAS) and the monthly Use Tax Report. Process company address changes in CASAS and analyzes and documents information received reporting the sale or acquisition of one company by another as well as the appointment of one company to act as another company's attorney in fact.
10%	Prepares correspondence and statistical reports and responds in person to the more difficult program questions, problems, evaluations, and suggestions from the public, the legislature, other State Agencies and the manufactured housing industry relating to the registration, titling, and taxation issues and the Division's associated programs. Represent the Division and program in speaking engagements.
<b>% of the Time</b>	<b>MARGINAL FUNCTIONS</b>
5%	As the R&T Program's Desktop and Mobile Computing (DMC) Coordinator, obtains and shares information to disseminate the information from IT to affected staff as well as maintaining PC inventory and tracking. Act as back-up to the Program's Attendance Clerk/Personnel Coordinator in their absence.

	<b>ADDITIONAL INFORMATION</b>
	<p><b>Physical Requirements:</b> This position will require the incumbent to have the ability to sit for up to 4 to 6 hours at a time; manual or finger dexterity required for keying at a computer. The incumbent will be required to use fax machines, telephones, copiers, and other related office equipment.</p> <p><b>Working Conditions:</b> Working conditions include predominately an indoor environment consisting of indoor fluorescent lighting, building ventilation, enclosed offices and cubicle workstations in a high-rise building with elevator access.</p> <p><b>Supervision Received:</b> The incumbent will work under the general direction of the SSM II, Registration and Titling Program Manager.</p> <p><b>Supervision Exercised:</b> N/A</p> <p><b>Administrative Responsibilities:</b> N/A</p> <p><b>Personal Contacts:</b> The incumbent will be in contact with the public, other State agencies, financial institutions, and manufactured housing industry representatives and confers regularly with various staff throughout the Division and Department.</p> <p><b>Consequence of Action:</b> Any misjudgment or misinterpretation of the laws or regulations would negatively impact the level of public service provided by R&amp;T and could subject the department to legislative committee oversight or civil litigation.</p>

<b>EMPLOYEE STATEMENT</b>
<p>I have discussed the duties and responsibilities of the position with my supervisor. I certify that I am able to perform the essential functions listed with or without reasonable accommodation. I understand that I may be asked to perform other duties as assigned within my current classifications including work in other functional areas as business needs require.</p> <p><b>Employee Signature:</b> _____ <b>Date:</b> _____</p>
<b>SUPERVISOR STATEMENT</b>
<p>I certify that I have discussed the duties and responsibilities of the position with the employee.</p> <p><b>Supervisors Signature:</b> _____ <b>Date:</b> _____</p>